

Element Performance Inspection (EPI) Data Collection Tool

2.1.4 Availability (Manuals) (AW)

ELEMENT SUMMARY INFORMATION

Purpose of This Element (Certificate Holder's responsibility):

- To ensure that current manuals are available.

Objective (FAA oversight responsibility):

- To determine if the Certificate Holder follows its procedures, controls, process measurements and interfaces for the Manual Availability process.
- To determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the Manual Availability process.

Specific Instructions:

- The inspector should accomplish a review of the Air Carrier's manual(s) availability policies and procedures. The inspector will determine the Air Carrier has furnished copies of the manual(s) to appropriate ground operations and maintenance personnel, crewmembers; and representatives of the administrator. Each person to whom a manual or sections of the manual are furnished shall have the manual or appropriate parts of it accessible when performing assigned duties.

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirement(s) (SRRs):

- SRRs:
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - 121.137(b)

Related CFR(s) & FAA Policy/Guidance:

- Related CFRs:
- FAA Policy/Guidance:

FAA Order 8300.10, Volume 2, Chapter 63, Section 2 Paragraph 5(c)(2)

FAA Order 8400.10, Volume 3, Chapter 15, Section 1, Paragraph 2085(C)

EPI SECTION 1 – PERFORMANCE OBSERVABLES

Objective: (FAA oversight responsibility): To determine if the Certificate Holder follows its procedures, controls, process measures and interfaces for the Availability (Manuals).

Tasks

1 Review information listed in the Supplemental Information section of this data collection tool.

To meet this objective, the inspector will accomplish the following tasks:

2 Review the policies, procedures, instructions and information for the Availability (Manuals) process contained in the Certificate Holder's manual.

3 Review the associated SAI for this element with emphasis on the controls, process measurements and interface attribute sections.

4 Observe the Availability (Manuals) process to gain an understanding of the procedures, instructions and information contained in the Certificate Holder's manual.

5 Discuss the Availability (Manuals) process with the personnel (other than management) that perform the duties and responsibilities required by the process.

Questions

To meet this objective, the inspector must answer the following questions:

1 Were the following Performance Measures met:

1.1 Does the Certificate Holder ensure that the manual, or parts of the manual, are furnished to personnel?

Related performance JTIs:

- Check at the air carrier specified location that the manual(s) or appropriate parts of the manual required by 121.133 are accessible to appropriate ground operations personnel when performing their assigned duties in accordance with the Certificate Holder's design.
Sources: 121.137(a)(1); 121.135(a)(1); 121.137(b)
- Check at the air carrier specified location that the manual(s) or appropriate parts of the manual required by 121.133 are accessible to appropriate maintenance personnel when performing their assigned duties in accordance with the Certificate Holder's design.
Sources: 121.137(a)(1); 121.135(a)(1); 121.137(b)
- Check at the air carrier specified location that the manual(s) or appropriate parts of the manual required by 121.133 are furnished to Representatives of the Administrator assigned to it in accordance with the Certificate Holder's design.
Sources: 121.137(a)(3); 121.135(a)(1)

☐ Yes
☐ No, Explain

1.2 Does the Certificate Holder ensure that personnel have the manual, or parts of the manual, accessible when performing their duties?

☐ Yes
☐ No, Explain

Related performance JTIs:

- Check at the air carrier specified location that the manual(s) or appropriate parts of the manual required by 121.133 are accessible to appropriate ground operations personnel when performing their assigned duties in accordance with the Certificate Holder's design.
Sources: 121.137(a)(1); 121.135(a)(1); 121.137(b)

<ul style="list-style-type: none"> • Check at the air carrier specified location that the manual(s) or appropriate parts of the manual required by 121.133 are accessible to appropriate maintenance personnel when performing their assigned duties in accordance with the Certificate Holder's design. <i>Sources:</i> 121.137(a)(1); 121.135(a)(1); 121.137(b) • Check at the outsource provider that the manual(s) or appropriate parts of the manual, are available to maintenance personnel when performing their assigned duties in accordance with the Certificate Holder's design. <i>Sources:</i> 121.137(b); 121.135(a)(1) 	
<p>1.3 Does the Certificate Holder ensure that changes or additions to the manual, or parts of the manual, are furnished to personnel?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check at the air carrier specified location that temporary information or changes, which should not be delayed for the formal revision process, are available in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Vol. 3, Chap. 15 sec 1, paragraph, 2085(C) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.4 Does the Certificate Holder ensure that the maintenance part of the manual is retrievable in the English language?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check at the air carrier specified location that the maintenance part of the manual(s) is available in printed or other form as required by the regulation. <i>Sources:</i> 121.137(c); 121.135(a)(1) • Check at the air carrier specified location that the maintenance part of the manual(s) is retrievable in the English language as required by the regulation. <i>Sources:</i> 121.137(c); 121.135(a)(1) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>2 Were the Certificate Holder's policies, procedures, instructions and information, contained in its manual, for the Availability (Manuals) process followed?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check at the air carrier specified location that temporary information or changes, which should not be delayed for the formal revision process, are available in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Vol. 3, Chap. 15 sec 1, paragraph, 2085(C) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>3 Were the Availability (Manuals) process controls followed?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>4 Did the records for the Availability (Manuals) process comply with the instructions provided in the Certificate Holder's manual?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

5	<p>Were the process measurements for the Availability (Manuals) process effective in identifying problems or potential problems and providing corrective action for them?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check at the outsource provider that the manual(s) or appropriate parts of the manual, are available to maintenance personnel when performing their assigned duties in accordance with the Certificate Holder's design. <i>Sources:</i> 121.137(b); 121.135(a)(1) • Check at the air carrier specified location that the manual(s) or appropriate parts of the manual required by 121.133 are accessible to appropriate ground operations personnel when performing their assigned duties in accordance with the Certificate Holder's design. <i>Sources:</i> 121.137(a)(1); 121.135(a)(1); 121.137(b) • Check at the air carrier specified location that the manual(s) or appropriate parts of the manual required by 121.133 are accessible to appropriate maintenance personnel when performing their assigned duties in accordance with the Certificate Holder's design. <i>Sources:</i> 121.137(a)(1); 121.135(a)(1); 121.137(b) • Check at the air carrier specified location that the manual(s) or appropriate parts of the manual required by 121.133 are furnished to Representatives of the Administrator assigned to it in accordance with the Certificate Holder's design. <i>Sources:</i> 121.137(a)(3); 121.135(a)(1) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6	<p>Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and/or information that are interrelated with this element?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<i>EPI SECTION 1 – PERFORMANCE OBSERVABLES –Drop Down Menu</i>
1. Personnel.
2. Tools and Equipment.
3. Technical Data.
4. Procedures, policies or instructions or information.
5. Materials.
6. Facilities.
7. Controls.
8. Process Measures.
9. Interfaces.
10. Desired Outcome.
11. Other.

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective: To determine if the person identified by the Certificate Holder having responsibility and/or authority for the Availability (Manuals) is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

Tasks

To meet this objective, the inspector must accomplish the following tasks:

1 Identify the person who has overall responsibility for the Availability (Manuals) process.

2 Identify the person who has overall authority for the Availability (Manuals) process.

NOTE: If no personnel or major program changes (as defined by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6 below. Answer questions 2.1 & 2.2 below, and provide the name/title.

3 Review the duties and responsibilities for those who manage the Availability (Manuals) process documented in the Certificate Holder's manual.

4 Review the appropriate organizational chart.

5 Discuss the Availability (Manuals) process with the management personnel identified in Tasks 1 and 2.

6 Evaluate the qualifications and work experience of the management personnel identified in Tasks 1 and 2.

Questions

To meet this objective, the inspector must answer the following questions:

2 Are the following aspects of the Management Responsibility and Authority Attributes addressed in the Availability (Manuals) process:

2.1 Is there a clearly identified person who is responsible for the quality of the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.2 Is there a clearly identified person who has authority to establish and modify the Certificate Holder's procedures, policies or instructions and information for the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.3 Does the responsible person know that he/she has responsibility for the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.4 Does the person with authority know that he/she has authority for the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.5 Does the person with responsibility for the Availability (Manuals) process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.6 Does the person with authority to establish and modify the Availability (Manuals) process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<input type="checkbox"/> Not Applicable
2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual with authority know who has the responsibility for the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<i>EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES –Drop Down Menu</i>	
1. Assignment of responsibility.	
2. Assignment of authority.	
3. Does not understand procedures, policies or instructions and information.	
4. Does not understand controls.	
5. Does not understand process measurements.	
6. Does not understand interfaces.	
7. Span of control.	
8. Position vacant.	
9. Other.	